



CANDIDATE'S HANDBOOK

for

FIELD REPRESENTATIVE BRANCH 2

STRUCTURAL PEST CONTROL BOARD

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CHAPTER 1. INTRODUCTION

PURPOSE OF THE EXAMINATION

Prior to receiving a field representative's license in the State of California, candidates are required to successfully pass a written examination. The primary purpose of the examination is to assess the candidate's ability to apply knowledge of pesticide equipment, pesticide mixing and formulation, pesticide application procedures, and pesticide label directions to the practice of pest control. Candidates should know California's safety laws as well as other laws and regulations related to pest control.

DESCRIPTION OF PRACTICE

Section 8507 of the Business and Professions Code describes the field representative as:

"... any individual who is licensed by the board to secure structural pest control work, identify infestations or infections, make inspections, submit bids for or otherwise contract, in behalf of a registered company."

Section 8560 of the Business and Professions Code describes Branch 2 as:

"The practice relating to the control of household pests, excluding fumigation with poisonous or lethal gases."

A pest control field representative is not permitted to contract for pest control work or perform pest control work in his or her own behalf.

CHAPTER 2. APPLICATION PROCESS

APPLICATION AND ELIGIBILITY

Applicant's whose application is deemed complete will be notified of the date, time and location for the examination approximately one week prior to the scheduled examination.

ABANDONMENT OF APPLICATION

The Department considers an application abandoned if a candidate fails to participate in the examination process within 6 months of eligibility in accordance with Title 16, Section 1941, of the California Code of Regulations. In the event of abandonment, a candidate must submit a new application with the required fee, and meet all requirements at the time of filing. Fees submitted at the time of application are not reimbursed when an application is abandoned.

SPECIAL ACCOMMODATIONS

All examination locations are accessible to persons with disabilities. In addition, the Department grants requests for special accommodations in accordance with the Americans with Disabilities Act of 1990. In order to receive consideration, all requests and substantiating documentation must be submitted 30 days prior to the examination.

CHAPTER 3. PREPARATION FOR THE EXAMINATION

OVERVIEW

The field representative examination consists of 200 multiple-choice items from major job duty areas. The examination is developed and maintained by the Department of Consumer Affairs, Office of Examination Resources (OER). OER staff work with practitioners who provide technical expertise in the development of the examination.

DESCRIPTION OF MAJOR DUTY AREAS

The field representative examination is divided into six major areas that define the scope of knowledge necessary for safe practice. Each of the major content areas, weighted on the examination in terms of its importance in practice, is described below.

▪ Structure Inspection and Pest Location	14%
▪ Pest Identification	8%
▪ Treatment Method Determination	16%
▪ Site Preparation and Treatment Application	24%
▪ Maintenance of Treatment Effectiveness	16%
▪ Safety Procedures for Handling Pesticides and Materials	22%

CONTENT AREAS
1. STRUCTURE INSPECTION AND PEST LOCATION: This area assesses the candidate's knowledge of signs of pest activity and conditions conducive to pest entry and activity.
2. PEST IDENTIFICATION: This area assesses the candidate's knowledge of various species of structural pests in terms of anatomical features, signs, habits, and activity patterns that serve to identify them.
3. TREATMENT METHOD DETERMINATION: This area assesses the candidate's knowledge of treatment methods and factors to consider in treatment specifications.
4. SITE PREPARATION AND TREATMENT APPLICATION: This area assesses the candidate's knowledge of treatment procedures for residential and commercial sites.
5. MAINTENANCE OF TREATMENT EFFECTIVENESS: This area assesses the candidate's knowledge of methods to maintain effectiveness of pesticide treatments.
6. SAFETY PROCEDURES FOR HANDLING PESTICIDES AND MATERIALS: This area assesses the candidate's knowledge of procedures that ensure safe storage, disposal, and transport of pesticides and pesticide equipment.

EXAMINATION OUTLINE

The examination outline specifies the content of the examination by identifying the knowledge required to demonstrate minimum competence for new practitioners in each of the major duty areas. Examination items will be based on the relevant statutes and provisions of the Structural Pest Control Act, Business and Professions Code, California Code of Regulations, and California Food and Agriculture Code. A current and complete Reference List can be obtained by contacting the Structural Pest Control Board at 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815 or calling the Licensing Unit at (916) 561-8704.

THE OUTLINE BELOW AND ON THE FOLLOWING PAGES PROVIDES AS A GUIDE TO STUDYING THESE LAWS AND REGULATIONS.

Content Area I: STRUCTURE INSPECTION AND PEST LOCATION - 14%

Summary of Activities: This area assesses the candidate's knowledge of signs of pest activity and conditions conducive to pest entry and activity.

Subarea - A. IDENTIFICATION OF PEST PROBLEM – 10%

Job Tasks		Associated Knowledge	
T1	Perform visual inspection of structure to locate pests or signs of pest activity using information gathered from consumer.	K1	Knowledge of sanitation practices that invite pest entry and infestation.
T2	Perform visual inspection of structure interior to identify pest food sources.	K2	Knowledge of interior and exterior storage practices that invite pest harborage.
T3	Determine pest source of entry or nesting site by inspecting locations typically associated with target pest.	K3	Knowledge of typical harborage areas for structural pests in different life cycle stages.
T4	Perform visual inspection of structure interior to identify conditions that invite pest harborage and pest entry.	K4	Knowledge of vegetation and associated moisture conditions that invite pest harborage.
T5	Perform visual inspection of structure exterior to identify conditions that invite pest harborage and pest entry.	K5	Knowledge of exterior objects located near structures that invite pest harborage.
		K6	Knowledge of structural deficiencies and construction practices that invite pest entry and harborage.
		K9	Knowledge of structural pest dietary staples and preferences.

Content Area I: STRUCTURE INSPECTION AND PEST LOCATION - 14%
(Continued)

Subarea - - B. EVALUATION OF PEST PROBLEM – 4%			
Job Tasks		Associated Knowledge	
T6	Evaluate pet care practices and pet activity patterns to identify conditions that invite pest harborage and pest entry.	K7	Knowledge of structural pest biology related to nesting and burrowing in or near structures.
T7	Place monitoring devices in areas of expected pest activity to collect pest sample and determine level of infestation.	K8	Knowledge of pest activity and structure conditions consistent with pest infestation.
T8	Evaluate signs of pest activity to determine presence or absence of pest infestation.	K10	Knowledge of pet care practices and pet activity patterns that increase likelihood of pest entry and harborage.
		K11	Knowledge of the effect of temperature and humidity on pest activity.
		K12	Knowledge of procedures for placement of monitoring devices in residential and commercial sites.

Content Area II: PEST IDENTIFICATION – 8%

Summary of Activities: This area assesses the candidate's knowledge of various species of structural pests in terms of anatomical features, signs, habits, and activity patterns that serve to identify them.			
Job Tasks		Associated Knowledge	
T9	Identify pest features (e.g., legs, antennae, hairs, and markings) by viewing pest under magnification to distinguish between families.	K13	Knowledge of identification of structural pest signs and droppings.
T11	Identify species of stored product pest by evaluation of pest behavior, signs, and site found.	K14	Knowledge of anatomy and distinguishing features of life cycle stages of structural pests.
T13	Examine characteristics of pest droppings (e.g., size, shape, color, and amount) to identify species.	K15	Knowledge of distinguishing features of structural pest families.
T14	Examine characteristics of rodent droppings (e.g., color, and dryness) to determine if rodent activity is recent.	K16	Knowledge of distinguishing features of structural pest species.
T15	Inform consumer of health risks from exposure to, or infestation of, target pest.	K17	Knowledge of structural pest habits and activity patterns.
		K18	Knowledge of diseases carried by structural pests and modes of transmission from pests to humans.

Content Area III: TREATMENT METHOD DETERMINATION – 16%

Summary of Activities: This area assesses the candidate's knowledge of treatment methods and factors to consider in treatment specifications.

Subarea - A. TREATMENT OPTIONS – 7%

Job Tasks		Associated Knowledge	
T18	Explain to consumer toxicity of different treatment options and time span required for reduction of pest activity.	K20	Knowledge of chemical families of pesticides used for structural pest control.
T19	Explain to consumer treatment options compatible with specific occupant conditions or concerns (e.g., health, age, pets, wildlife, etc.).	K22	Knowledge of level of toxicity to humans of chemical families used for structural pest control.
T20	Explain to consumer potential for noticeable residue and/or odor associated with application of pesticides.	K23	Knowledge of occupant conditions (e.g., age, and health) with potential for increased risk of sensitivity to pesticides.
T22	Determine if mechanical treatment methods (e.g., baits, traps, glueboards) can be used by evaluating target pest activity patterns, occupant activity patterns, and product label restrictions.	K24	Knowledge of treatment methods for avoiding pesticide exposure to beneficial pests and wildlife.
		K25	Knowledge of conditions suitable for bait station and trap use in residential and commercial sites.
		K31	Knowledge of residues associated with different pesticide formulations on different surfaces.
		K32	Knowledge of the effects of temperature, rate of dilution, and ventilation on pesticide odor.

Subarea - B. TREATMENT SPECIFICATIONS – 9%

Job Tasks		Associated Knowledge	
T17	Determine level of pest infestation and range of pest activity by evaluating number of pests caught in monitoring devices.	K21	Knowledge of mode of action on pests of chemicals used for structural pest control.
T21	Determine application method by evaluation of target pest location, activity patterns, and level of infestation.	K26	Knowledge of conditions indicating range of pest activity and level of infestation in monitoring traps.
T23	Determine pesticide formulation by evaluation of target pest and structure surface (e.g., texture, type, moisture, and temperature), and ventilation or wind conditions of treatment area.	K27	Knowledge of pesticide application methods suitable for different treatment locations.
T24	Determine rate of application and pesticide dilution ratio by evaluating label information and square footage or cubic footage of area to be treated.	K28	Knowledge of pesticide formulations suitable for different surfaces and different pests.
T25	Determine frequency of treatment (one-time or periodic) based on label information, level of infestation, and consumer preference.	K29	Knowledge of pesticide application methods suitable for different pest activity patterns and infestation levels.
		K30	Knowledge of procedures for determining rate of application and pesticide dilution ratio.

Content Area IV: SITE PREPARATION AND TREATMENT APPLICATION – 24%

Summary of Activities: This area assesses the candidate's knowledge of treatment procedures for residential and commercial sites.			
Subarea - A. SITE PREPARATION – 4%			
Job Tasks		Associated Knowledge	
T26	Provide consumer/occupant with written procedures to prepare defined area for treatment.	K33	Knowledge of requirements for area preparation for different treatment applications.
T27	Perform visual inspection of treatment area to identify objects/areas that could be damaged or become health or fire hazards if treated with pesticides.	K42	Knowledge of interior and exterior objects/areas subject to potential property damage, health, and/or fire hazards from pesticide application.
Subarea - B. APPLICATION SAFETY PRECAUTIONS – 8%			
Job Tasks		Associated Knowledge	
T28	Identify structural conditions (e.g., location of air conditioner, protruding nails) that could cause injury to self during treatment application.	K34	Knowledge of objects or conditions in or around structures that could be hazardous to field representatives during pesticide application.
T29	Select alternative application method based on temperature, humidity, and/or wind conditions.	K37	Knowledge of effects of wind conditions on performance of pesticide application equipment.
T30	Verify that label on service container corresponds to pesticide inside container.	K38	Knowledge of procedures for mixing pesticides consistent with label restrictions.
T31	Select and use personal protective equipment in compliance with pesticide label instructions to prevent exposure to pesticides and materials.	K40	Knowledge of types of, and procedures for, use of personal protective equipment.
Subarea - C. BAITING AND TRAPPING – 3%			
Job Tasks		Associated Knowledge	
T32	Set traps or glue boards according to manufacturer's instructions in areas of expected rodent activity to control rodents.	K36	Knowledge of procedures for bait station and trap placement in residential and commercial sites.
T33	Apply bait by distributing into cracks and crevices with gel gun or syringe or by placement of bait stations.		

Content Area IV: SITE PREPARATION AND TREATMENT APPLICATION (Continued) – 24%

Subarea - D. PESTICIDE APPLICATION – 9%	
Job Tasks	Associated Knowledge
T34 Spread granules with broadcaster around exterior of structure or on lawns to treat pests in vegetation areas or during wet season.	K35 Knowledge of application of pesticide label information to select pesticides for spot treatment.
T35 Inject pesticide into wall voids with duster or by drilling holes and spraying with space sprayer.	T39 Knowledge of procedures for application of pesticides around vegetable gardens and other plants.
T36 Apply pesticide in cracks and crevices with crack and crevice injection equipment or hand sprayer.	K41 Knowledge of types of, and procedures for, use of pesticide application equipment.
T37 Apply pesticide around doorframes, thresholds, and baseboards with crack and crevice injection equipment or hand sprayer.	
T38 Apply liquid with compressed air hand sprayer or space sprayer to treat pests in carpeted areas.	
T39 Apply pesticide with power sprayer to exterior to control active pest infestation.	

Content Area V: MAINTENANCE OF TREATMENT EFFECTIVENESS – 16%

Summary of Activities: This area assesses the candidate's knowledge of methods to maintain effectiveness of pesticide treatments.	
Subarea - A. CONSUMER MAINTENANCE PROCEDURES – 9%	
Job Tasks	Associated Knowledge
T40 Inform consumer of procedures to be followed after treatment to maintain treatment effectiveness.	K43 Knowledge of consumer actions that reduce effectiveness of pesticide treatment.
T41 Inform consumer of time span required for reduction of pest activity.	K44 Knowledge of sanitation conditions that reduce effectiveness of pesticide treatment.
T42 Inform consumer of expected residual of treatment.	K46 Knowledge of moisture and temperature conditions that reduce effectiveness of pesticide treatment.
T43 Inform consumer of pest activity requiring notification to company.	K47 Knowledge of time span required for pest control using different treatment methods.
T47 Identify and inform consumer of structure points that should be repaired to exclude pests.	K48 Knowledge of pesticide residual associated with different treatment methods.
	K49 Knowledge of pest activity expected in response to different treatments.
	K53 Knowledge of methods for identifying structural pest entry points into structures.

Content Area V: MAINTENANCE OF TREATMENT EFFECTIVENESS – 16% (Continued)

Subarea - B. FOLLOW-UP TREATMENT – 7%	
Job Tasks	Associated Knowledge
T44 Examine bait stations and traps periodically to determine effectiveness of bait and placement locations.	K45 Knowledge of pest harborage debris (e.g., egg casings, fecal matter, nesting material) that could cause re-infestation or other pest problems.
T45 Perform visual inspection of structure for pest activity to determine need for follow-up treatment.	K50 Knowledge of frequency required for monitoring bait stations and traps.
T46 Determine site(s) for follow-up treatment by gathering information from consumer about remaining pest activity.	K51 Knowledge of conditions indicating ineffective bait and trap placement.
T49 Apply periodic exterior pesticide treatment to provide barrier against pest entry into interior.	K52 Knowledge of methods and procedures for performing follow-up pesticide treatments.
	K55 Knowledge of pesticides and formulations suitable for exterior barrier treatment.

Content Area VI: SAFETY PROCEDURES FOR HANDLING PESTICIDES AND MATERIALS - 22%

Summary of Activities: This area assesses the candidate's knowledge of procedures that ensure safe storage, disposal, and transport of pesticides and pesticide equipment.	
Subarea - A. STORAGE, HANDLING, AND TRANSPORTATION – 8%	
Job Tasks	Associated Knowledge
T50 Implement safety procedures for handling pesticides and materials to prevent and contain pesticide spills.	K59 Knowledge of procedures for containing spilled liquid pesticides.
T52 Identify symptoms of overexposure to pesticides in humans and animals.	K60 Knowledge of symptoms of oral, dermal, and respiratory overexposure to applied pesticides and materials.
T54 Perform visual inspection of service vehicle to ensure pesticide container lids are secure, pesticide labels are readable, and storage area is locked.	K61 Knowledge of laws and regulations related to reporting pesticide spills.
T60 Dispose of empty pesticide containers according to manufacturer's specifications and county regulations to prevent contamination of ground water and nontarget exposure to pesticides.	K62 Knowledge of procedures for disposal of absorbent material used to soak up pesticide spills.
	K63 Knowledge of procedures for containing and removing spilled dry materials.
	K64 Knowledge of procedures for prevention of pesticide spills.
	K66 Knowledge of procedures for disposal of used pesticide containers.
	K68 Knowledge of laws and regulations related to storage, disposal, and transportation of pesticides.

Content Area VI: SAFETY PROCEDURES FOR HANDLING PESTICIDES AND MATERIALS - 22%
(Continued)

Subarea - B. SAFETY AND EQUIPMENT INSPECTION – 6%	
Job Tasks	Associated Knowledge
T51 Clean and maintain application and personal protective equipment as required by manufacturer's instructions.	K57 Knowledge of procedures for cleaning and maintenance of application and personal protective equipment.
T53 Perform visual inspection of service vehicle to ensure application and personal protective equipment is present and stored according to manufacturer's recommendations.	K58 Knowledge of procedures for preventing malfunction of application and personal protective equipment.
T55 Perform visual inspection of service vehicle to ensure change of clothing and soap and towels are present, and name of emergency medical facility is posted.	K65 Knowledge of reference sources for first-aid procedures for overexposure of pesticides to humans or animals.
Subarea - C. CONSUMER NOTIFICATION – 8%	
Job Tasks	Associated Knowledge
T56 Provide consumer with written documentation of procedures to be followed before and after treatment to reduce likelihood of nontarget exposure to pesticides.	K56 Knowledge of application of safety precautions on pesticide labels to prevent overexposure of pesticides to self and others.
T57 Provide consumer with written documentation of product name, active ingredient, application site, and quantity applied for consumer protection.	K67 Knowledge of laws and regulations related to consumer notification of pesticide application.
T58 Provide consumer with pesticide information notice to ensure consumers are informed of potential adverse reactions to pesticides and agencies to contact.	
T59 Determine consumer re-entry time after pesticide application by evaluating product label information and time treatment applied.	

CHAPTER 4. DAY OF THE EXAMINATION

REQUISITE MATERIALS FOR ADMITTANCE

Candidates must report to the registration area at the time and date specified on the Structural Pest Control Board Field Representative Examination Admission Card for the examination. The proctors will collect the Field Representative Examination Admission Card and ask to see official government issued identification with photograph. Candidates who do not bring government issued identification with photograph will **NOT** be allowed to participate in the examination.

TIME LIMITS

Candidates are given three hours to complete the examination.

EXAMINATION SECURITY

Candidates should be prepared to place cellular telephones, pagers, handbags, briefcases, and other large personal belongings away from the examination table. The proctors will provide instructions regarding registration, seat assignments, completion of examination materials, and other steps in the examination process.

An applicant who gives or receives unauthorized assistance during an examination shall be dismissed from the examination and his/her markings or results shall be void and such applicant's examination fee shall be forfeited.

Section 123 of the Business and Professions Code prohibits persons who sit for the examination from engaging in any conduct that subverts or attempts to subvert any licensing examination or the administration of a licensing examination. Such conduct includes but is not limited to obstructing the standardized administration of the examination, removal of examination materials from the examination room, communicating examination information to another person, copying answers from another person, using unauthorized books, equipment, notes, or other printed materials during the examination, and permitting an impersonator to take the examination (for full text of Section 123, see appendix A). Violation of Section 123 will result in disqualification from the examination and possible denial of a license.

CHAPTER 5. NOTIFICATION OF RESULTS

PASSING SCORE

Section 8560 of the Business & Professions Code sets the passing score at 70 percent.

RELEASE OF RESULTS

The Department will notify candidates of examination results within 2 weeks of the scheduled examination date.

Examination results will not be released by telephone.

RE-APPLICATION PROCESS

If a candidate fails the examination, he or she may submit a new application with the required fee by the final filing date.

APPENDIX A. BUSINESS AND PROFESSIONS CODE

SECTION 123

It is a misdemeanor for any person to engage in any conduct, which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

(a) Conduct which violates the security of the examination materials; removing from the examination room any examination materials without authorization; the unauthorized reproduction by any means of any portion of the actual licensing examination; aiding by any means the unauthorized reproduction of any portion of the actual licensing examination; paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination; obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or using or purporting to use any examination questions or materials which were improperly removed or taken from any examination for the purpose of instructing or preparing any applicant for examination; or selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.

(b) Communicating with any other candidate during the administration of a licensing examination; copying answers from another examinee or permitting one's answers to be copied by another examinee; having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination; or impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under the authority provided for in any other provision of law.

In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

(c) If any provision of this section or the application thereof to any person or circumstances is held invalid, that invalidity shall not affect other provisions or applications of the section that can be given effect without the invalid provision or application, and to this end the provisions of this section are several.